



Government Support Services – Contracting  
100 Enterprise Place  
Suite # 4  
Dover, DE 19904-8202

February 2, 2011

TO: ALL OFFERORS

FROM: COURTNEY MCCARTY  
STATE CONTRACT PROCUREMENT OFFICER

SUBJECT: REQUEST FOR PROPOSAL – ADDENDUM  
NO.: GSS11112A-TEMPNURSELTC  
Temporary Nursing Services for LTC Facilities

### ***ADDENDUM #1***

The purpose of this addendum is to information regarding the existing contract and answer questions received regarding the solicitation.

#### **Historical Information**

- Existing Contract Dates: 07/01/06-06/30/11
- Existing Contract Vendors: In the beginning 8 vendors were on contract; currently 5 vendors remain.
  - Majestique Ventures & Healthcare Services
  - Maxim Healthcare Services
  - Neighborhood Health Services
  - Nursefinders
  - Onward Healthcare
- Existing Contract Bill Rates: Rates are attached at the end of this Addendum.

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- Existing Contract Usage: Contract management has been transitioned from DHSS to Government Support Services; therefore vendor usage reports are not available for the existing contract.
  - Spend by Fiscal Year (DHCI, EPBH, GBHC):
    - FY-09: \$310,428.59
    - FY-10: \$217,535.45
    - FY-11 (through December): \$140,949.58
  - Hours by Locations & Classification for FY-10
    - DHCI (Delaware Hospital for the Chronically III):
      - RN: 294.75
      - LPN: 2428.50
      - CNA: 0.00
    - EPBH (Emily P. Bissell Hospital)
      - RN: 139.75
      - LPN: 2010.25
      - CNA: 243.50
    - GBHC (Governor Bacon Health Center)
      - RN: 0.00
      - LPN: 0.00
      - CNA: 0.00

**Spec Related Questions Not Covered By Historical Information**

Will you consider a proposal that offers RNs and LPNs for a minimum of 8-week full time assignments?

No, proposals will not be considered that have minimum assignment requirements.

Will this be a single or multiple award?

The State is looking to multi-award the contract.

What is the beginning and ending day, time for the Work week at Governor Bacon Health Center? Only the weekend is defined.

The work week is: Monday, 7:00AM – Saturday 6:59AM

(Shifts: 7:00AM– 3:00PM; 3:00PM – 11:00PM; 11:00PM – 7:00AM)

Please define the time frame that the State will pay Holidays. For example, Holidays begin 11pm eve of holiday and end at 11pm day of holiday, or the shift definitions would be appreciated.

Holiday begins at 7:00 AM the morning of the holiday and ends with 11-7 shift at the end of the Holiday (going into 7am the next morning). **CLARIFICATION:** DHSS locations are 24 hour facilities therefore the holiday would be the actual holiday, not the date observed by the State.

Staff provided – are they to be employees or can they be sub-contractors? If employees, are there any Worker's Compensation Insurance requirements?

Vendors should be providing staff as "employees" not "subcontractors". Per the Insurance Coverage Office: The Contractor shall maintain such insurance as will protect against claims under Worker's Compensation Act and from any other claims for damages for personal injury, including death, which may arise from operations under this Contract. The contractor is an independent contractor and is not an employee of the State.

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Would the State consider setting a minimum pay rate requirement for this solicitation?

The State will not establish minimum pay rates. It is the responsibility of the vendor to submit a proposal that reflects aggressive but accurate costs substantiated by the technical aspects of the proposal.

Does this contract fall under the prevailing wage requirements, or do we only need to meet the State's minimum wage requirements?

Services provided under this contract do not fall under the Delaware Prevailing Wage rates.

What kind of skill set are you looking for?

The contract covers Long Term Care facilities so staff should be familiar with long term care needs; including, but not limited to: trach, tube feeding, picc lines, wound care.

What is the current process for filling shifts?

Employees are given the option of accepting over-time shifts before a vendor is contacted. Emails are sent to all vendors with the upcoming needs and are filled based on vendor responses. For last minute needs vendors are contacted by phone for fill in staff. DHSS does require employees to call out an hour before shift begins.

Once vendors receive the requirement, what would be the time frame for filling the requirement?

Responses are usually returned within a 2 hour period. Usage is on a first to respond basis.

Anticipated expenditure for this service?

Estimates regarding anticipated usage cannot be provided. Please refer to the Spend data for prior Fiscal Years; provided above, as a starting point.

The number of facilities are 4 at present, would more facilities be added in future?

As stated in the scope of works details, "The State reserves the right to add locations or delete locations as needed."

Would VA contract take precedents over this contract for the Veteran's Home?

Although the Veteran's Home is eligible to use the contract, at this time we are going to accept proposals for the locations listed in the RFP. If a location has a need, we (Government Support Services) will get the Scope of Work Details from the location and contact all of the awarded vendors.

Can you tell us how much DHSS paid last year for overtime?

DHSS was unable to pull the necessary figures in time to meet the posting requirement for this Addendum.

What is the notification window given to agencies if the facility must cancel a confirmed agency nurse?

Please refer to section G. Cancellation Policy in the Scope of Works Details.

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What are the minimum experience (years working under licensure) requirements of agency staff for this project? RN, LPN, CNA

General: Staff should have at least six months experience. It is the responsibility of the agency to know the experience of their staff prior to engaging them to work.

Emily Bissell: Registered and Licensed Practical Nurses should have at least one year work experience or previous LTC experience. Certified nursing assistant six months of recent continued certification.

**General Questions Regarding the RFP**

A couple companies asked about the Pre-Bid Meeting requirement due to the weather.

Although we understand that vendors may have been coming from areas outside of Delaware, the Pre-Bid Meeting did take place as scheduled and was a mandatory requirement of this solicitation.

**Only vendors who were in attendance are eligible to submit proposals.** Proposals received from vendors not in attendance will be disqualified and not considered for evaluation.

Page 3, #3 Mandatory Use: Please define what the State means by “All material, equipment”.

This language is standard language that exists in all contracts managed by Government Support Services.

Page 5, Section II Scope of Work, Overview: How does the State define “equipment, materials”?

This language is standard language that exists in all contracts managed by Government Support Services.

Page 18, G References: “The committee may contact any customer of the vendor, whether or not included in the vendors reference list, and use such information in the evaluation process.”

How will the State get this information?

The State reserves the right to request additional references from vendors.

Page 18, G References: “Additionally, the State may choose to visit existing installations of comparable systems, which may or may not include vendor personnel.” What does this mean?

Will the State visit our local branch office?

The State reserves the right to visit locations that your company provides similar services to.

Mandatory Insurance, Item B. “Forty five day written notice of cancellation or material changes of any policy shall be required.” Our Certificate of Insurance notification of 30 days cannot be altered. Will written notice on company letterhead to the State with 45 days notice be acceptable until the 30 certificate is ready?

Vendors may elect to take minor exception to the specifications, terms and conditions within the RFP. Exceptions regarding Insurance requirements would be sent to the Insurance Commissioner’s office for approval.

Page 24-25, #21 Indemnification. Will the State of Delaware be open to language suggestions that make this section mutual? If so, can we provide this on suggested change on Attachment 3?

Vendors are entitled to take minor exceptions to the specifications, terms and conditions within the solicitation; however, the Indemnification section is one that is non-negotiable.

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Page 27, #28 C Method of Payment. “The Agencies and school districts using this award...” Can the State provide a list of all agencies, and school districts? Is this information on a website that the State can provide a link to?

A list of all State Agencies, School Districts, Political Subdivisions and Volunteer Fire Companies can be found at: [http://gss.omb.delaware.gov/contracting/proc\\_contacts.shtml](http://gss.omb.delaware.gov/contracting/proc_contacts.shtml).

“List the number of employees that will be assigned to this contract, length of time they have worked for the company, certification earned, wage rate they are paid, and turnover rate.” Do you need the details of the Nursing staff who will be working with the facilities or do you also need the details of the people who are going to handle the contract from our side? Additionally, under the 5<sup>th</sup> bullet point for “list the type of training employees receive and the frequency”, do you want this information for the account personnel or the temporary nurses?

Yes, you will want to provide both overview information requested on the employees who will be working at the facilities as well as information on employees who will be managing/overseeing the contract on your end. The information regarding training should be on the staff you are providing to the agencies.

Page 28, #29 Product Substitution. Does the State of Delaware agree that this section is unnecessary for a service contract like Temporary Nurse staffing? Can this be excluded from the resulting contract?

This language is standard language that exists in all contracts managed by Government Support Services.

Page 28, #33 Environmental Procurement Requirements. Does the State of Delaware agree that this section is unnecessary for a service contract like Temporary Nurse staffing? Can this be excluded from the resulting contract?

This language is standard language that exists in all contracts managed by Government Support Services.

Page 29, #34 Personnel/Equipment/Services. Please verify in writing that no equipment or materials referenced to will be required for vendors to provide in the provision of Temporary Nursing Services to the State of Delaware’s facilities?

This language is standard language that exists in all contracts managed by Government Support Services.

Attachment 4 states that we need to answer the questions on that page, however there are NO questions 1,2,3 in the grid. Is this correct?

Attachment 4 can be disregarded.

What are the beginning and ending dates of the State of Delaware’s fiscal year?

The Fiscal Year runs July 1<sup>st</sup> through June 30<sup>th</sup>.

Are there penalties, service level agreements (SLA), Key Performance Indicators (KPI), or other financial consequences for failure to perform?

Please refer to Item # 22 Non-Performance on page 27 of the RFP.

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Please explain the range category in Appendix B. Can a vendor charge more and be paid more based on costs of procuring the service provider so long as the percentage of markup remains consistent?

No, you cannot charge more than the amount quoted in your proposal and agreed upon. The range gives vendors the option of providing a flat rate (rate to be charged across the board, regardless of employee's tenure with agency, experience level, etc.) for the position or a range rate (rate to be charged based on employees tenure, experience level, etc). Please refer to the rates provided under the current contract for examples.

Scope of Works Details #F, Temporary Personnel Length of Employment. Please explain.

The goal of the contract is to cover hours that cannot be filled with State employees. The contract is not intended to permanently replace any current State employee or position.

**Companies Represented at the Pre-Bid Meeting**

ATC	General Healthcare	Delta T Group
Kelly Services	Xpress Nurses, LLC	Health Skil
Liberty Healthcare	Favorite Healthcare Staffing	Comfort Nursing
Bayada Nurses	Prime Labor Inc.	BBSI
JayKay Inc.	RCM Healthcare	Penn Hurst Group
Shore Staffing	Best Agency	Health Skil/Hobbie Professional Staff Mgt.
Avysion Healthcare	Maxim Staffing Solutions	Abacus Staffing Services
Interim Healthcare	Makronhealth	All American Healthcare

Current vendor rates follow. All other terms and conditions remain the same.

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**Current Vendor Rates**

MAJESTIQUE		NEW CASTLE COUNTY/KENT COUNTY					
CLASSIFICATION	SHIFT	PAY RATE (RANGE)	BILL RATE (RANGE)	PERCENT MARKUP	HOLIDAY RATE (RANGE)	BILL RATE (RANGE)	PERCENT MARKUP
RN	Weekday 7am-3pm	\$37.00-\$42.00	\$52.00	19.00%	\$55.50-\$63.00	\$78.81	19.00%
	Weekend 7am-3pm	\$39.00-\$44.00	\$54.00	18.50%	\$55.50-\$65.00	\$80.37	18.50%
	Weekday 3pm-11pm	\$37.00-\$42.00	\$52.00	19.00%	\$55.50-\$63.00	\$78.81	19.00%
	Weekend 3pm-11pm	\$39.00-\$44.00	\$54.00	18.50%	\$55.50-\$65.00	\$80.37	18.50%
	Weekday 11pm-7am	\$37.00-\$42.00	\$52.00	19.00%	\$55.50-\$63.00	\$78.81	19.00%
	Weekend 11pm-7am	\$39.00-\$44.00	\$54.00	18.50%	\$55.50-\$65.00	\$80.37	18.50%
	Weekday 7am-3pm	\$30.00-\$32.00	\$42.00	23.80%	\$45.50-\$48.00	\$63.00	23.80%
	Weekend 7am-3pm	\$32.00-\$34.00	\$44.00	22.70%	\$45.00-\$50.00	\$65.00	22.70%
LPN	Weekday 3pm-11pm	\$30.00-\$32.00	\$42.00	23.80%	\$45.50-\$48.00	\$63.00	23.80%
	Weekend 3pm-11pm	\$32.00-\$34.00	\$44.00	22.70%	\$45.00-\$50.00	\$65.00	22.70%
	Weekday 11pm-7am	\$30.00-\$32.00	\$42.00	23.80%	\$45.50-\$48.00	\$63.00	23.80%
	Weekend 11pm-7am	\$32.00-\$34.00	\$44.00	22.70%	\$45.00-\$50.00	\$65.00	22.70%
	Weekday 7am-3pm	\$30.00-\$32.00	\$42.00	23.80%	\$45.50-\$48.00	\$63.00	23.80%
	Weekend 7am-3pm	\$32.00-\$34.00	\$44.00	22.70%	\$45.00-\$50.00	\$65.00	22.70%
	Weekday 3pm-11pm	\$14.00-\$16.00	\$23.00	30.40%	\$21.00-\$24.00	\$34.50	30.40%
	Weekend 3pm-11pm	\$15.00-\$17.00	\$24.00	29.20%	\$21.00-\$24.00	\$35.50	29.20%
CNA	Weekday 11pm-7am	\$14.00-\$16.00	\$23.00	30.40%	\$21.00-\$24.00	\$34.50	30.40%
	Weekend 11pm-7am	\$15.00-\$17.00	\$24.00	29.20%	\$21.00-\$24.00	\$35.50	29.20%
	Weekday 7am-3pm	\$14.00-\$16.00	\$23.00	30.40%	\$21.00-\$24.00	\$34.50	30.40%
	Weekend 7am-3pm	\$15.00-\$17.00	\$24.00	29.20%	\$21.00-\$24.00	\$35.50	29.20%
	Weekday 3pm-11pm	\$14.00-\$16.00	\$23.00	30.40%	\$21.00-\$24.00	\$34.50	30.40%
	Weekend 3pm-11pm	\$15.00-\$17.00	\$24.00	29.20%	\$21.00-\$24.00	\$35.50	29.20%
	Weekday 11pm-7am	\$14.00-\$16.00	\$23.00	30.40%	\$21.00-\$24.00	\$34.50	30.40%
	Weekend 11pm-7am	\$15.00-\$17.00	\$24.00	29.20%	\$21.00-\$24.00	\$35.50	29.20%

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NEIGHBORHOOD		NEW CASTLE COUNTY/KENT COUNTY					
CLASSIFICATION	SHIFT	PAY RATE (RANGE)	BILL RATE (RANGE)	PERCENT MARKUP	HOLIDAY RATE (RANGE)	BILL RATE (RANGE)	PERCENT MARKUP
RN	Weekday 7am-3pm	\$37.00-\$41.00	\$51.00	20.00%	\$55.50-\$61.50	\$76.50	20.00%
	Weekend 7am-3pm	\$37.00-\$41.00	\$51.00	20.00%	\$55.50-\$61.50	\$76.50	20.00%
	Weekday 3pm-11pm	\$37.00-\$41.00	\$51.00	20.00%	\$55.50-\$61.50	\$76.50	20.00%
	Weekend 3pm-11pm	\$37.00-\$41.00	\$51.00	20.00%	\$55.50-\$61.50	\$76.50	20.00%
	Weekday 11pm-7am	\$37.00-\$41.00	\$51.00	20.00%	\$55.50-\$61.50	\$76.50	20.00%
	Weekend 11pm-7am	\$37.00-\$41.00	\$51.00	20.00%	\$55.50-\$61.50	\$76.50	20.00%
	Weekday 7am-3pm	\$29.00-\$31.00	\$41.00	24.00%	\$43.50-\$46.50	\$61.50	24.00%
	Weekend 7am-3pm	\$29.00-\$31.00	\$41.00	24.00%	\$43.50-\$46.50	\$61.50	24.00%
LPN	Weekday 3pm-11pm	\$29.00-\$31.00	\$41.00	24.00%	\$43.50-\$46.50	\$61.50	24.00%
	Weekend 3pm-11pm	\$29.00-\$31.00	\$41.00	24.00%	\$43.50-\$46.50	\$61.50	24.00%
	Weekday 11pm-7am	\$29.00-\$31.00	\$41.00	24.00%	\$43.50-\$46.50	\$61.50	24.00%
	Weekend 11pm-7am	\$29.00-\$31.00	\$41.00	24.00%	\$43.50-\$46.50	\$61.50	24.00%
	Weekday 7am-3pm	\$13.00-\$15.00	\$22.00	32.00%	\$19.50-\$22.50	\$33.00	32.00%
	Weekend 7am-3pm	\$13.00-\$15.00	\$22.00	32.00%	\$19.50-\$22.50	\$33.00	32.00%
	Weekday 3pm-11pm	\$13.00-\$15.00	\$22.00	32.00%	\$19.50-\$22.50	\$33.00	32.00%
	Weekend 3pm-11pm	\$13.00-\$15.00	\$22.00	32.00%	\$19.50-\$22.50	\$33.00	32.00%
CNA	Weekday 11pm-7am	\$13.00-\$15.00	\$22.00	32.00%	\$19.50-\$22.50	\$33.00	32.00%
	Weekday 7am-3pm	\$13.00-\$15.00	\$22.00	32.00%	\$19.50-\$22.50	\$33.00	32.00%
	Weekend 7am-3pm	\$13.00-\$15.00	\$22.00	32.00%	\$19.50-\$22.50	\$33.00	32.00%
	Weekday 3pm-11pm	\$13.00-\$15.00	\$22.00	32.00%	\$19.50-\$22.50	\$33.00	32.00%
	Weekend 3pm-11pm	\$13.00-\$15.00	\$22.00	32.00%	\$19.50-\$22.50	\$33.00	32.00%
	Weekday 11pm-7am	\$13.00-\$15.00	\$22.00	32.00%	\$19.50-\$22.50	\$33.00	32.00%
	Weekend 11pm-7am	\$13.00-\$15.00	\$22.00	32.00%	\$19.50-\$22.50	\$33.00	32.00%
	Weekday 7am-3pm	\$13.00-\$15.00	\$22.00	32.00%	\$19.50-\$22.50	\$33.00	32.00%



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NURSEENDERS		NEW CASTLE COUNTY/KENT COUNTY					
CLASSIFICATION	SHIFT	PAY RATE (RANGE)	BILL RATE (RANGE)	PERCENT MARKUP	HOLIDAY RATE (RANGE)	BILL RATE (RANGE)	PERCENT MARKUP
RN	Weekday 7am-3pm	\$32.00	\$50.00	36.00%	\$48.00	\$75.00	36.00%
	Weekend 7am-3pm	\$34.00	\$52.00	34.00%	\$51.00	\$78.00	34.00%
	Weekday 3pm-11pm	\$33.00	\$51.00	35.00%	\$49.50	\$76.50	35.00%
	Weekend 3pm-11pm	\$34.00	\$52.00	34.00%	\$51.00	\$78.00	34.00%
	Weekday 11pm-7am	\$33.00	\$51.00	35.00%	\$49.50	\$76.50	35.00%
	Weekend 11pm-7am	\$34.00	\$52.00	34.00%	\$51.00	\$78.00	34.00%
	Weekday 7am-3pm	\$26.00	\$42.00	38.00%	\$39.00	\$63.00	38.00%
	Weekend 7am-3pm	\$28.00	\$42.00	33.00%	\$42.00	\$63.00	33.00%
	Weekday 3pm-11pm	\$27.00	\$42.00	35.00%	\$40.50	\$63.00	35.00%
	Weekend 3pm-11pm	\$28.00	\$42.00	33.00%	\$42.00	\$63.00	33.00%
	Weekday 11pm-7am	\$27.00	\$42.00	35.00%	\$40.50	\$63.00	35.00%
	Weekend 11pm-7am	\$29.00	\$42.00	30.00%	\$43.50	\$63.00	30.00%
CNA	Weekday 7am-3pm	\$12.50	\$20.00	37.00%	\$18.75	\$30.00	37.00%
	Weekend 7am-3pm	\$15.00	\$22.00	31.00%	\$22.50	\$33.00	31.00%
	Weekday 3pm-11pm	\$13.50	\$21.00	35.00%	\$20.25	\$31.50	35.00%
	Weekend 3pm-11pm	\$15.00	\$22.00	31.00%	\$22.50	\$33.00	31.00%
	Weekday 11pm-7am	\$13.50	\$21.00	35.00%	\$20.25	\$31.50	35.00%
	Weekend 11pm-7am	\$15.00	\$22.00	31.00%	\$22.50	\$33.00	31.00%
	Weekday 7am-3pm	\$12.50	\$20.00	37.00%	\$18.75	\$30.00	37.00%
	Weekend 7am-3pm	\$15.00	\$22.00	31.00%	\$22.50	\$33.00	31.00%
	Weekday 3pm-11pm	\$13.50	\$21.00	35.00%	\$20.25	\$31.50	35.00%
	Weekend 3pm-11pm	\$15.00	\$22.00	31.00%	\$22.50	\$33.00	31.00%
	Weekday 11pm-7am	\$13.50	\$21.00	35.00%	\$20.25	\$31.50	35.00%
	Weekend 11pm-7am	\$15.00	\$22.00	31.00%	\$22.50	\$33.00	31.00%

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ONWARD		NEW CASTLE COUNTY/KENT COUNTY					
CLASSIFICATION	SHIFT	PAY RATE (RANGE)	BILL RATE (RANGE)	PERCENT MARKUP	HOLIDAY RATE (RANGE)	BILL RATE (RANGE)	PERCENT MARKUP
RN	Weekday 7am-3pm	\$34.00	\$52.00	52.00%	\$51.00	\$78.00	52.00%
	Weekend 7am-3pm	\$36.00	\$55.00	52.00%	\$54.00	\$82.00	53.00%
	Weekday 3pm-11pm	\$34.00	\$52.00	52.00%	\$51.00	\$78.00	52.00%
	Weekend 3pm-11pm	\$36.00	\$55.00	52.00%	\$54.00	\$82.00	53.00%
	Weekday 11pm-7am	\$34.00	\$52.00	52.00%	\$51.00	\$78.00	52.00%
	Weekend 11pm-7am	\$36.00	\$55.00	52.00%	\$54.00	\$82.00	53.00%
LPN	Weekday 7am-3pm	\$28.00	\$43.00	53.00%	\$42.00	\$64.00	52.00%
	Weekend 7am-3pm	\$30.00	\$46.00	53.00%	\$45.00	\$69.00	53.00%
	Weekday 3pm-11pm	\$28.00	\$43.00	53.00%	\$42.00	\$64.00	52.00%
	Weekend 3pm-11pm	\$28.00	\$43.00	53.00%	\$42.00	\$64.00	52.00%
	Weekday 11pm-7am	\$30.00	\$46.00	53.00%	\$45.00	\$69.00	53.00%
	Weekend 11pm-7am	\$28.00	\$43.00	53.00%	\$42.00	\$64.00	52.00%
CNA	Weekday 7am-3pm	\$14.00	\$22.00	57.00%	\$21.00	\$33.00	57.00%
	Weekend 7am-3pm	\$16.00	\$26.00	62.00%	\$24.00	\$39.00	63.00%
	Weekday 3pm-11pm	\$14.00	\$22.00	57.00%	\$21.00	\$33.00	57.00%
	Weekend 3pm-11pm	\$16.00	\$26.00	62.00%	\$24.00	\$39.00	63.00%
	Weekday 11pm-7am	\$14.00	\$22.00	57.00%	\$21.00	\$33.00	57.00%
	Weekend 11pm-7am	\$16.00	\$26.00	62.00%	\$24.00	\$39.00	63.00%